

Breach of Internet Access Conditions: Incident Report Management Guide

This guide is designed to help staff to deal with a range of incidents that might occur in the use of library public access computers and wi-fi in our libraries, in order to promote the safe, smart and responsible use of technology across City of Wanneroo Library Services. It considers both a range of typical incidents which might occur, broken down into levels with Level 3 being the most serious incident of an illegal nature and usually requiring police involvement, and re-offending i.e. customers accessing inappropriate sites on more than one occasion.

This Incident Report Management Guide supports the City's Public Internet Access Management Procedure 15/10868, specifically 5.3 Unacceptable Use which states:

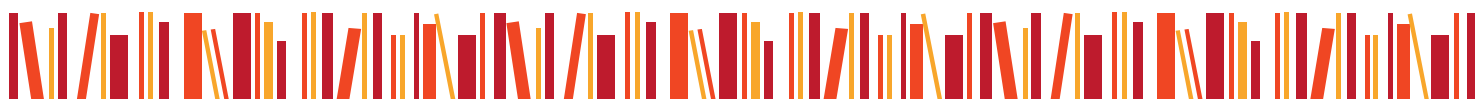
Clients using public access computers and wi-fi must adhere to the Library Service Terms and Conditions of Membership and this procedure. In the event of any breach of the Conditions of Use, the Library Service reserves the right to immediately terminate the use of the service and to maintain that restriction for as long as the Library Service chooses. Where such use includes suspected illegal activity the matter may be referred to the Western Australian Police.

Patrons are able to view the Conditions of Use for Public Computers and Internet Access statement 15/539753 on the library homepage 'eSmart Internet Safety' section and agree to 'Abide by the internet use conditions provided by the library' upon becoming a member. In booking a public computer and logging on to wi-fi patrons agree to accept these Conditions of Use.

An incident report is to be created for every incident. The report is then to be sent to the Branch Librarian, Coordinator Library Services and Library Leadership Team. The Branch Librarian has responsibility for following up the incident with staff involved and finalising incident reports which should be saved for future reference. It is important to record the offender's details if possible. This will allow us to keep track of repeat offenders and take further action if needed.

Depending on the seriousness of the incident and/or whether it occurs by a repeat offender, different levels of penalties will be imposed including:

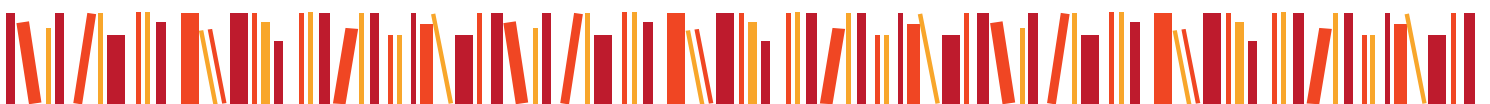
- Warning for inappropriate use
- Public access computer and/or wi-fi ban for a period of time
- Library usage ban for a period of time
- Indefinite ban from computer/wi-fi use or the library
- Police notification





Documents attached include:

- Incident Management Guide
- Conditions of Use for Public Computers and Internet Access 15/539753 (Appendix 1)
- Incident Report Form 16/xxxxx (Appendix 2)
- Sample Letter Template to Patron Regarding Banning of Patron (Appendix 3)
- Sample Email Template to Staff Regarding Banning of Patron (Appendix 4)



Incident Management Guide

Level 3 (Extreme)

Situation: Illegal content shown on library public access computer or wi-fi (e.g. child pornography)

1. Patron is noted by either public or staff accessing illegal content (e.g. child pornography) on a library public access computer or through wi-fi in the library
2. Discreetly inform the patron that their access to the content is illegal and seriously inappropriate, making sure you have another staff member with you, and that their computer session will be ended immediately and the Western Australian Police will be notified.

Alternatively, if the patron is using wi-fi, ask them for their library card and to log off the wi-fi immediately.

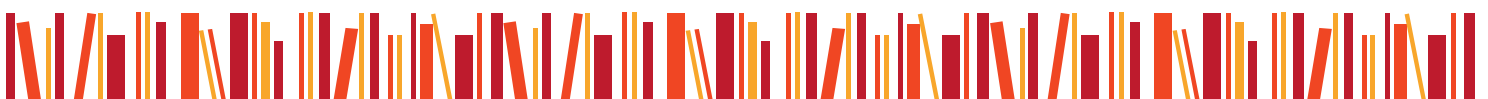
3. Inform the patron that library management will be in contact regarding their using a library public access computer/wi-fi to access illegal content.

Ask the patron to leave the library for the remainder of the day.

4. In the case of public access computer use, determine their patron details from the public computer reservation system and record for insertion into incident report.

If patron is using wi-fi and will not provide their details, record the location and time of misuse as well as a description of the person and, if possible, the type of device they were using.

5. On Spydus in Workflows, change the user status to BARRED with a note explaining the reason and that library management will be pursuing this with the patron.
6. Complete incident report with description of incident including patron name and contact details.
7. Staff member to send the incident report to the relevant Branch Librarian, cc Coordinator Library Services and Library Leadership Team



Level 2 (Severe)

Situation: Deliberate inappropriate (but not illegal) access to websites in a public library (e.g. pornography / gambling)

1. Patron is noted by either public or staff deliberately accessing pornographic or gambling sites either on a public access computer or through wi-fi in the library.
2. Determine their patron details from public computer reservation system and record for insertion into incident report.
3. Discreetly inform the patron that their access to those websites in the library is inappropriate and they should immediately stop.
4. Inform other staff present of the incident and continue to monitor internet use by the patron.

On Spydus in Workflows put a staff note on the patron's card for future reference.

5. If inappropriate use continues then inform the user that their computer session will be ended and that library management will contact the patron regarding their future access and restriction period.

Ensure that the patron ceases use of the library public access computers and/or wi-fi and provide a printed copy of Conditions of Use for Public Computers and Internet Access 15/539753 to the patron. (Appendix 1)

Advise the patron that they are welcome to return another day when ready to accept the Conditions of Use.

Ensure that patron ceases use of the library public access computers and/or wi-fi.

6. Fill in incident report with description of incident including patron name and contact details.
7. Staff member to send the incident report to the relevant Branch Librarian, cc Coordinator Library Services and Library Leadership Team



Level 1 (Minor or Moderate)

Situation: Reported or observed minor or moderate abuse of Conditions of Use for Public Computers and Internet Access with no or minor impact on other patrons (e.g. displaying potentially controversial information or images or not abiding by copyright laws)

1. Patron is noted by either public or staff to be contravening the Conditions of Use for Public Computers and Internet Access either on a public access computer or through wi-fi in the library.
2. Determine their patron details from public computer reservation system if applicable and record for insertion into incident report.
3. Discretely give the patron a caution explaining that patrons should be sensitive to the values and beliefs of others when displaying potentially controversial information or images on computer screens located in the library. Remind the user of agreement conditions.
4. Inform other staff present of the incident and continue to monitor internet use by the patron.

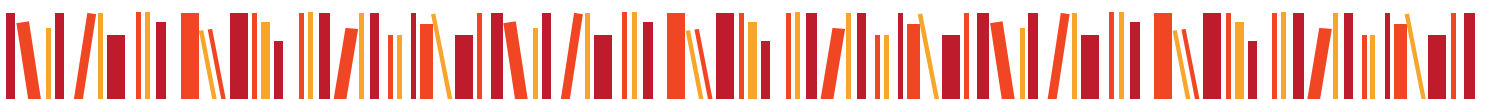
On Spydus in Workflows put a staff note on the patron's card for future reference.

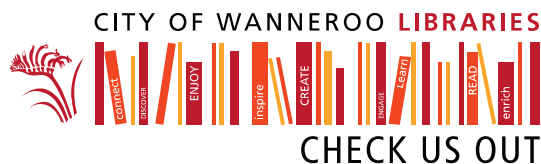
5. If inappropriate use continues then ask the user to terminate their computer session and provide a printed copy of Conditions of Use for Public Computers and Internet Access 15/539753 to the patron. (Appendix 1)

Advise the patron that they are welcome to return another day when ready to accept the Conditions of Use.

Ensure that patron ceases use of the library public access computers and/or wi-fi.

6. Fill in incident report with description of incident including patron name and contact details.
7. Staff member to send the incident report to the relevant Branch Librarian, cc Coordinator Library Services and Library Leadership Team





Tracking of Offender Behaviour – Branch Librarian / Coordinator Library Services

The incident report form template should be printed and copies kept within easy reach for library staff to use promptly when a situation arises. They may then be scanned and saved or, alternatively, forms may be typed out later and saved.

If completing an Incident Report Form please ensure you do the following:

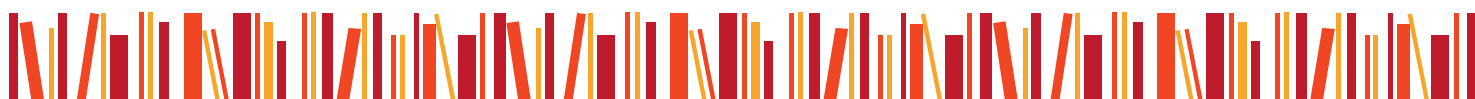
- Search TRIM container xxxxx for offending patron's name to ascertain whether patron has offended on other occasions
- Record any other offences on Incident Report
- Save completed Incident Report Form to TRIM container xxxxx using naming protocol:
Library Services – Incident Report – Breach of Internet Use Conditions – [Patron's Name] – [date of offence]
- If there is a pattern of repeat behaviour, notify the Coordinator Library Services, asking for instruction on any further action to be taken
- The Coordinator Library Services must then consult with relevant stakeholders regarding future use by the patron and advise the patron accordingly. Repeated behaviours by the same offender on separate occasions must be documented wherever possible and steps taken in line with Levels 2 and 3, determined on a case by case basis.

Responsibility of Employees

- All staff members are expected to address any problems they encounter by either resolving the problem directly, or contacting supervisory staff in a timely manner.
- Every staff member has the right to ask other staff members for assistance, and should provide assistance when requested.
- Any staff member may contact the Police at any time to preserve his or her own safety and/or the safety of Library patrons.
- Senior library service officers and librarians are expected to have and demonstrate a sound awareness of policy, and to step in and serve as a resource in helping staff members to deal with problems.

Relevant Documents

Name of Document	TRIM Reference	Usage
Conditions of Use for Public Computers and Internet Access	15/539753	patron
Breach of Internet Access Conditions: Incident Report Form	16/xxxxx	staff
Public Computer and Internet Access Management Procedure	15/10868	staff
Library Services Terms and Conditions of Membership Management Procedure	14/84773	staff
Summary of Library Rules and Conditions of Use	14/317927	patron
Library Services Policy	14/84892	staff



Appendix 1

Conditions of Use for Public Computers and Internet Access

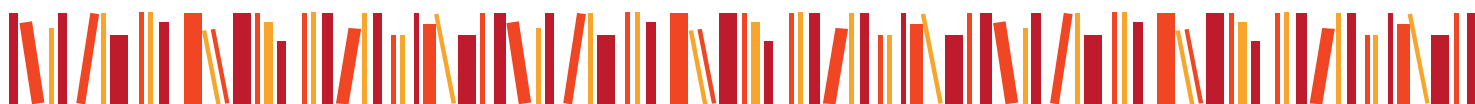
15/539753

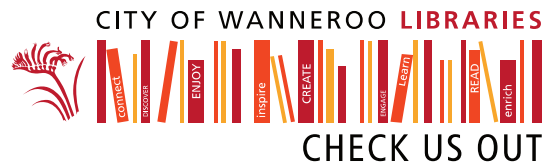
The City of Wanneroo is committed to providing a Library Service that empowers its members to seek, evaluate, create and use information effectively to achieve their personal, social, occupational and educational goals. The Library Service supports and promotes the eSmart philosophy providing information on cyber safety to connect library users with skills they need for smart, safe and responsible use of technology.

The City of Wanneroo Library Service provides a range of opportunities for accessing information including on-line through free access to the internet via PCs and Wi-Fi. The following procedure provides guidelines for acceptable use of public internet access computers and Wi-Fi while promoting the eSmart philosophy.

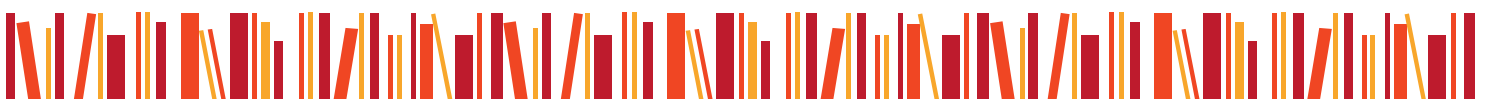
The following conditions of use apply for those accessing public computers, internet and electronic resources provided by the City's libraries. Full details of this policy can be made available upon request:

- Public access to computers is free of charge.
- To ensure equitable access, time limits apply as the public access computers are often heavily used.
- Parents or guardians are responsible for their children's access to and use of the public computers, including access to sites, their subject matter and content.
- The Library Service promotes and supports young people's access to information, including electronic information through its internet facilities. Library staff are available to assist children in the use of the internet and to recommend websites on particular subjects.
- While every effort will be made to provide assistance to users of the computers, it is assumed that clients booking public access computers will have basic computing skills. Assistance and information regarding training options are available from library staff.
- Earphones provided by the client must be used to listen to audio or movie files in the library.
- Work cannot be saved on the libraries' computers. Clients wishing to keep their work should save it to an external device. Thumb drives can be purchased from the library.
- Clients must log out when ending their session to ensure that other library clients do not access computers through a membership other than their own.
- The Library Service respects the rights of individuals to privacy; however, access to internet facilities is provided in a public place and through publicly available facilities; therefore, no guarantee of privacy can be made.
- The Library Service cannot guarantee security and confidentiality of any transaction, particularly e-commerce and internet banking transactions.





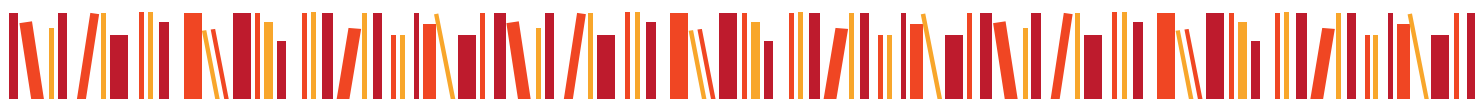
- The City is not responsible for any fees incurred from the use of its connection to the Internet.
- Clients should be sensitive to the values and beliefs of others when displaying potentially controversial information or images on computer screens located in the library.
- The Library Service assumes no responsibility for any damage, direct or indirect, arising from use of the internet including viruses, adware or spyware.
- Clients are responsible for abiding by all copyright, censorship and other relevant laws and legislation when accessing, posting, forwarding, saving and/or printing materials.
- Clients are not permitted to advertise, transmit or request objectionable or restricted materials.
- Clients are not permitted to modify, add or delete software or tamper with computer or printer settings in any way.
- Printing is charged for in accordance with the City's Schedule of Fees and Charges.
- Clients using public access computers and Wi-Fi must adhere to the Library Service Terms and Conditions of Membership and this procedure. In the event of any breach of the Conditions of Use, the Library Service reserves the right to immediately terminate the use of the service and to maintain that restriction for as long as the Library Service chooses. Where such use includes suspected illegal activity the matter may be referred to the Western Australian Police.



Appendix 2

Breach of Internet Access Conditions: Incident Report Form

Date		TRIM Reference	/
Time		Branch	
Witness Details			
Name			
Address			
Contact Number		Contact Number	
Email			
Witness Details			
Name			
Address			
Contact Number		Contact Number	
Email			
Offender Details			
Name			
Address			
Contact Number		Contact Number	
Email			
Library Card Number		Type of device used	
Gender		Height	
Build		Complexion	
Hair		Eyes	
Age		Other	
Distinguishing Features			
Clothing			
Offender Details			
Name			
Address			
Contact Number		Contact Number	
Email			
Library Card Number		Type of device used	
Gender		Height	
Build		Complexion	
Hair		Eyes	
Age		Other	
Distinguishing Features			
Clothing			
Reporting Officer		Date report submitted	
See reverse for Description of Incident			





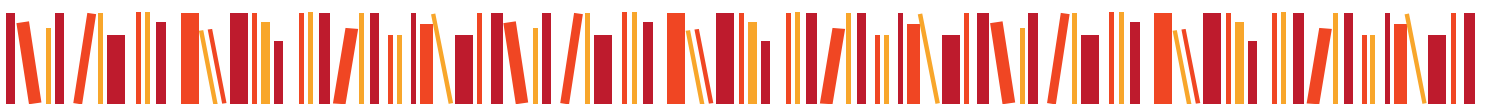
Incident Report Form / 2

Description of Incident (Attach statements, police/other reports)

Large empty rectangular area for describing the incident.

Previous Incidents Reported

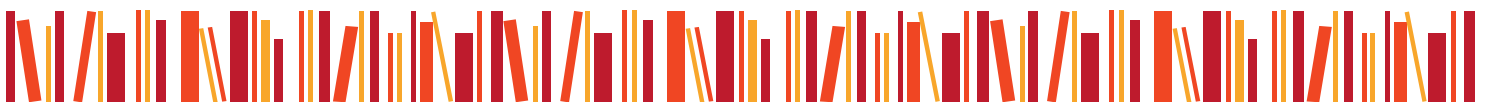
Date of Incident		TRIM Reference	
Date of Incident		TRIM Reference	



15/593169



Reporting Officer		Date report submitted	
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Appendix 3

Sample Letter Template to Patron Regarding Banning of Patron

[Date]

[Name]

[Address]

[SUBURB STATE POSTCODE]

Dear [Patron Name],

Incident at [Branch] Library

This letter is in relation to you accessing explicit material on [date] [on the public access computer / via wi-fi] at [Branch] Library, which is in breach of the City of Wanneroo Library Services Terms and Conditions of Use. As this has been repeat behaviour, you are banned from using the library's internet and wi-fi facilities until [date].

You may use other library facilities and services during this time.

Any further breach of the library's Conditions of Use will result in your library membership being suspended for a further period of time.

If you would like to discuss this matter further, please contact me on [telephone number].

Yours sincerely,

[Branch Librarian's Name]

Branch Librarian



Appendix 4

Sample Email Template to Staff Regarding Banning of Patron

From:

Sent:

To:

Subject: Letter Sent to Patron re Breach of Internet Use Conditions

Hi everyone,

A letter banning use of library public access computers and wi-fi has been sent to [Patron's Name], text below:

Incident at [Branch] Library

This letter is in relation to you accessing explicit material on [date] [on the public access computer / via wi-fi] at [Branch] Library, which is in breach of the City of Wanneroo Library Services Terms and Conditions of Use. As this has been repeat behaviour, you are banned from using the library's internet and wi-fi facilities until [date].

You may use other library facilities and services during this time.

Any further breach of the library's Conditions of Use will result in your library membership being suspended for a further period of time.

If you would like to discuss this matter further, please contact me on [telephone number].

As [Patron's Name] has been banned from the public pcs and wi-fi a trap has been added to [his/her] library card. [He/she] is able to use the library facilities, just not our electronic resources. A note has also been added to [his/her] patron records.

Regards,

[Branch Librarian's Name]

